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Household Charges Scheme - Statement of Assurance 2024-2025

This statement of assurance is made on behalf of ESP Water Limited (ESPW) and is provided in accordance with Ofwat's requirements as set out in the Charges Scheme Rules - Effective from April 2023 (dated 5 December 2022). I certify that:

- ESPW complies with its legal obligations relating to the charges set out in its charges schemes;
- the Board has assessed the effects of the new charges on customer's bills for a range of customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;
- ESPW has appropriate systems and processes in place to make sure that the information contained in the charges schemes and any other relevant information is accurate; and
- ESPW has consulted with the Consumer Council for Water (CCW) in a timely and effective manner on its charges schemes.

Each of ESP Water Limited's Charges Schemes:

- Offer levels of service at least comparable to those offered by the regional incumbent undertaker for the relevant area;
- offers prices that do not exceed those set out in the regional incumbent undertaker's charges scheme for similar services for the relevant area; and

- offers prices equivalent to those specified in in ESPW's application for each individual appointment or variation area.

Approved by the Directors on 21 February 2024.

Signed on behalf of ESP Water Limited by

A handwritten signature in black ink, appearing to read 'Stephen Morris', written in a cursive style.

Stephen Morris
Director
21 February 2024